

## **Janitorial Services Solicitation No. S-EC300-14-Q-0003**

### **Frequently Asked Questions (FAQs)**

#### **Bid and Proposal Submission**

**1. Can we send the proposal through a courier service?**

Please submit the whole package in a sealed envelope marked "Proposal Enclosed", as stated in Section 3, pages 44 to 47, by mail and/or courier to the U.S. Consulate General, Attn.: D. Rosalind Zavras, Contracting Officer, Av. 9 de Octubre y Garcia Moreno, Guayaquil, Ecuador.

**2. Do we have to submit the proposal in English or Spanish?**

Please check page 46, clause 52.214-34 where indicates that submission of offers should be done in English.

**3. Will you allow a "Persona Natural with RUC" to participate as Vendor for the solicitation?**

Any company is welcome to participate in the solicitation process. The offeror needs to be registered as a company that may legally contract janitorial services in Ecuador or must submit its plan to obtain all licenses and permits required by local law. Please check the requirements to bid in Section 3 and 4.

#### **Building Details**

**4. Is the cleaning personnel washing dishes?**

Please review Continuation to SF-1449, block 20, Statement of Work, Subpart 1.4.1.6, page 7.

**5. Are the classified areas included in the contract?**

Yes, classified areas are included in the contract. Please review the Statement of Work, Section 3.0, Exhibit A and B, pages 10-15, which details all areas to be serviced.

**6. Does the contractor provide cleaning equipment and supplies?**

Please check Attachment 1 on pages 23-24, and Attachment 2 on page 25, which explain property furnished by the U.S. Government and the contractor.

**7. Does the security equipment (inside the PCAC and SCAC) need to be cleaned?**

Contractor shall provide janitorial services to PCAC and SCAC areas (See Exhibit A – page 15), but not to the security equipment inside those areas.

**8. Do we have to clean the racks at the computer room?**

Janitorial services should be provided to the computer room, but not to the racks.

**9. Is cleaning of fabric in partitions of offices included in the statement of work?**

Yes, cleaning of fabric is included in the Statement of work. Please review Continuation to SF-1449, block 20, Statement of Work, Subpart 1.4.1.7, page 7.

**10. Is the wall paint inside the building washable?**

Yes, wall paint inside the building is washable.

**11. The outside buildings are included in the contract?**

Janitorial services will be provided only to the Administrative Building. The service will not be provided to the existing outbuildings. If any additional services are needed, a delivery order will be sent per the instructions in Continuation to SF-1449, block 23, page 3.

**12. The parking lot is for general public or just for employees?**

Parking lot areas are for Consulate's official vehicles and personnel vehicles' use.

**13. How do we have to clean the north parking lot? Just picking up leaves?**

The parking lot is not included in this solicitation. If additional services are needed, a delivery order will be sent per the instructions in Continuation to SF-1449, block 23, page 3.

**14. Are the sidewalks surrounding the building included in the contract?**

The exterior areas are not included in this solicitation. If additional services are needed, a delivery order will be sent per the instructions in Continuation to SF-1449, block 23, page 3.

**15. Is there a schedule to pick up trash and how many times a day it is done?**

Standard Services shall be delivered between the hours of 8:00AM and 5:00PM, Monday Through Friday. Please check the Statement of Work, Section 2.2, page 9. Trash is collected by the city at the outdoor trash receptacle, which is to be placed in the North Parking Lot. For details of collection times, the Contractor should contact the COR after contract award.

**16. Is it possible to work on the weekend inside and outside the building? Can the contractor propose a schedule to provide services?**

Standard Services shall be delivered between the hours of 8:00AM and 5:00PM, Monday Through Friday. Please check the Statement of Work, Section 2.2, page 9. Any deviations from these times need to be coordinated through the COR.

**17. Can a janitor do overtime (more than 40 hours per week), as per required and specified in the local labor law? Can the carpet cleaning be done overnight?**

The Contractor shall control overtime through efficient use of the work force. Individual work schedules shall not exceed 40 hours per week to preclude overtime being part of the standard services provided under the contract. Please check the Statement of Work, Section 2.4, page 9.

**18. How often do we have to clean the exterior windows?**

Please review Continuation to SF-1449, block 20, Statement of Work, Subpart 1.4 Types of Services, pages 6-9.

**19. Cleaning the external windows is considered a temporary additional service?**

No, it is not considered a temporary additional service. Windows are part of the administrative building, which are included in the solicitation as standard services. Please review Continuation to SF-1449, block 20, Statement of Work, Subpart 1.4: Types of Services, pages 6-9.

**20. Is the Consulate going to provide paper towels, toilet paper, and water for water dispensers? Who is responsible to replace them?**

Please check Attachment 1 on pages 23-24, where details Government Furnished Property. The Contractor is responsible for the proper care, maintenance and good use of Government property in its possession or control. Per Continuation to SF-1449, block 20, Statement of Work, Subpart 1.4.1.4, page 7 the janitorial contractor will be responsible to replace and replenish bathroom items per a schedule approved by the COR.

**21. Would there be soap dispensers in the bathrooms?**

There will be soap dispensers in the bathroom.

**22. Is the Consulate going to provide trash cans and/or recycle bins to classify trash and debris?**

Yes, the Consulate will provide trash cans and recycle bins.

**23. What kind of activities may include the temporary additional services?**

Temporary Additional Services are services that are defined as Standard Services but are required at times other than the normal workday. The Contractor shall provide these services in addition to the scheduled services specified in this contract.

**24. How often do we have to provide temporary additional services?**

If additional services are needed, a delivery order will be sent per the instructions in Continuation to SF-1449, block 23, page 3.

**25. Are roofs included in the contract? Cleaning the roofs and ceiling is considered as temporary additional services?**

Please review Continuation to SF-1449, block 20, Statement of Work, Subpart 1.4 Types of Services, pages 6-9.

**26. The canopy outside the main building is included in the contract? If so, is it considered temporary additional service? How often do we have to clean the canopy outside the building?**

Canopies outside the building are not included in the janitorial solicitation. Cleaning of canopies will be considered temporary additional services, which will be only authorized in writing by the Contracting Officer or his/her representative with 24 hour advance notice.

**27. Does the solicitation include cleaning of the gutter outside the building, by the Consular Section waiting area?**

Please review Continuation to SF-1449, block 20, Statement of Work, Subpart 1.4.6: Annual Cleaning requirements, page 9.

**28. Is the Consulate providing transportation to clean the exterior of the building (i.e golf cart)?**

The Government will provide any equipment necessary to complete the tasks listed in Continuation to SF-1449, block 20, Statement of Work, Subpart 1.4 Types of Services, pages 6-9.

**29. Could you please explain about “property damage insurance”?**

The Contractor shall, at its own expense, provide and maintain during the entire performance period an insurance policy for services describe on Subpart 7: Insurance, pages 18-19.

**30. Is there an office space and computer assigned for the supervisor of the contract?**

The Government shall provide a workstation for the Contractor’s designated Project Manager.

**31. Does the Project Manager assigned have to be all the time in the Consulate or can make periodic visits?**

Project Manager shall be responsible for on-site supervision of the Contractor's workforce at all times.

**Other Questions**

**32. What date will we begin to provide the cleaning services?**

The U.S. Government estimates to award the contract on the month of December 2013 and start on January and/or February 2014.

**33. Could you please provide the name of the current contractor?**

Janitorial services are currently being supplied by Servicios Multiples.

**34. How many employees does the Consulate have?**

The Consulate has about 110 employees.

**35. Is gardening services included in the contract? Who is in charge of cleaning the gardens?**

Gardening services are not included on this solicitation. Cleaning the gardens will be responsibility of the contractor awarded gardening services.

**36. All the debris found in the garden areas will be the contractor responsibility?**

Gardening services are not included on this solicitation. Cleaning the gardens will be responsibility of the contractor awarded gardening services.

**37. Is the contractor responsible to provide maintenance to the water pump room?**

Contractor is not responsible to provide maintenance to the water pump room. Please read carefully SF-1449 and its continuation.